

# Maria Helena Fatoul

**Nationality:** French, Lebanese

**Current Residence:** Mansourieh, Lebanon

**Birth Date:** 14 September 1987

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## Education

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| ▪ Mastère de Spécialisation en Marketing et Communication<br>ESA Business School – Beirut, Lebanon                                 | Mar 2018-Feb2019  |
| ▪ Digital Marketing workshop certificate<br>Morgan international – Beirut, Lebanon   | Dec2017- Dec 2017 |
| ▪ Bachelor degree in Business Management and Administration<br>Saint Joseph University “Universite Saint Joseph” – Beirut, Lebanon | Aug2007-Jul2010   |
| ▪ Intensive Chinese Language program<br>Shenyang Normal University (SNYU) – China  | Sep2010- Jul2012  |

## Skills & Strengths

- Completely Fluent in French, Arabic and English to include verbal and written abilities
- Intermediate Chinese
- Result driven, problem solving and proven ability to meet high customer demands on time
- Strong leadership and work ethic
- Positive attitude and able to work independently and in a team setting successfully
- Microsoft Word, PowerPoint, Excel, Access, CRM (Microsoft Dynamics software)

## Professional Experience

**Consultant – project Sales**

**Nov 2016 – Nov 2017**

**SIDRA group – La Maison Mondiale**

La Maison Mondiale is a part of SIIDRA group of companies. Supplier for Sanitary wares and ceramic tiles for building constructions.

Position Responsibilities include but not limited to:

- Maintain and expand relationship with consultants and contractors.
- Visit projects on site
- Prepare presentations, proposals and sales contracts.
- Develop and maintain sales materials and current product knowledge.
- Work closely with other areas to identify and solve client concerns.
- Preparation of action plans and schedules to identify specific targets and to project the number of contacts to be made. Follow up on current clients, new leads and referrals.
- Evaluating & monitoring project progress and providing support.

## Professional Experience

**Account Manager**

**Dec 2014 –Oct 2016**

**Top Gear promotions LLC** – Interior department - Dubai, UAE

TGP is an established design and fit-out contractor operating in the UAE, from conception to completion.

Position Responsibilities include but not limited to:

- In charge of submitting the commercial and the technical necessary paperwork for the fit-out process.
- Expanding the company contact list. Adding more the 200 new entities like hotels, contractors, etc..
- Turning the client wish list for the project into a purchase order with the outlook of maximizing the company profit margin.
- Visit projects on site.
- Follow up with client payments
- Developing and contacting clients in other countries of the Gulf Cooperation Council (GCC), and Europe.
- Cold calling clients, sending e-mails about the company services, set-up meeting with them, follow up current clients, new leads and referrals.
- Identify sales prospects and contact them in a timely manner.
- Prepare presentations, and ability to negotiate sales contract.
- Solving problems with client when it occurs.
- Preparing weekly report.
- Attending exhibitions to gather more data and connect with clients.

- Learned about the company productions, materials and installation.

**Sales Support Executive**  
**Future Pipe Industries** -Dubai, UAE

**November 2012- Nov 2014**

Future Pipe Industries is the world's leader in design and manufacturing of composite large diameter fiberglass pipe systems.

Position Responsibilities include but not limited to:

- Generate new sales and contract award with new and existing clients.
- Participation in client negotiation and offer meetings.
- Follow up and monitoring the inquiries sent by clients and any sales activities which involve communication between the sales department team and project team in order to finish and deliver the project required in time with no issues.
- Management of updates to GCC sales team in regard to open opportunities and closing, opening accounts, generating orders.
- Preparing technical submittals for consultants and the compliance statements
- Relationship management for existing clients and establishment of new accounts
- Preparing the bi- weekly sales reports and monthly waterfall charts
- Maintain knowledge of Product raw materials, plant & test equipment, production process, workshop activities and functions, pipe diameters + pressure classes and jointing systems, applicable raw materials.
- Conduct site visits to ensure client satisfaction and best practice in pipe installation procedures.
- Assist with contract agreements/ purchasing procedures/vendor assessment and appraisal procedures.
- Planning of orders to achieve committed delivery dates and ensure project plan for execution.
- Review/check engineering documents against client requirements to ensure compliance and accuracy.
- Generate orders to SOP and follow up with payment terms.
- Represent the company at expos and conferences.

**Assistant Marketing Director & Customer Service Executive**  
**Tannourine Water** – Lebanon

**Sept 2009 - August 2010**

Tannourine Water is one of Lebanon's leading bottlers and distributors of pure a natural mineral water.

Position Responsibilities include but not limited to:

- Manage Customer service queries and issue resolution
- Develop distribution efficiency methods in order to increase sales and distribution
- Administrative duties such as data collation and entry,
- Cold calling as method to increase brand awareness and Sales generation.
- Logistics and distribution management for product delivery.
- Ensure client satisfaction to increase product awareness and interest.
- Data entry.

**Sales & Marketing Executive Intern, Retail Marketing Division**  
**Blom Bank** – Lebanon

**June 2008– September 2008**

BLOM BANK is a leading Lebanese bank which has repeatedly and unanimously been selected as the Best Bank in Lebanon by the most recognized regional

Position Responsibilities include but not limited to:

- Accomplish the daily sales target for 3 branches.
- Sales and Marketing for both the Retail Marketing Division and Overseas Marketing Division
- Establish strong and lasting relationship with customers to increase customer retention
- Providing quick solutions to resolve client issues, customer service needs
- Open new customer accounts
- Executive Assistant and Apprentice to the Marketing Manager
- Establish relationship with overseas customer by assisting in money transactions, and loan issues.

**Extracurricular activities:** Team leader and player in Dragon boat paddling sport in Dubai. A Team player in cross fit and swimming. Volunteer at Bonheur du Ciel.